

Memorandum

DATE: **June 14, 2018**

WAP Memorandum 038

REPLY TO

ATTN OF: **Erica Burrin, Acting Program Manager**
Weatherization and Intergovernmental Program Office

SUBJECT: **Solution Summits Results**

TO: **Weatherization Assistance Program Grantees**

INTENDED

AUDIENCE: **Grantee Program Managers, Grantee Technical Managers, Subgrantee Program Directors, Subgrantee Technical Managers, Weatherization Training Centers, Association Partners**

As part of our commitment to continuous improvement of the Weatherization Assistance Program (WAP), the Department of Energy (DOE) authorized the National Renewable Energy Laboratory (NREL) to host a series of collaborative meetings, called Solution Summits. These meetings were designed to bring together WAP professionals from diverse backgrounds and varying levels of experience to discuss the delivery of weatherization services.

The culminating document, [Solution Summits Results: Stakeholder Feedback to Enhance Quality and Delivery](#), December 2017, is available for network review through the provide link.

DOE appreciates the time and thought given to these recommendations and over the coming months, we look forward to engaging in these conversations further with the wider network. DOE will be actively looking at areas where there is synergy between the ideas of the Solution Summit, feedback we received from the American Customer Satisfaction Index (ACSI) survey conducted last year, materials generated from the 2015 Weatherization *Plus* committee, and how all these pieces intersect with the results of the most recent National Evaluation. WAP has an over 40 year track record of reinventing itself to take advantage of technology and science to meet the current needs of low-income families. We expect in the coming years our Program will continue to evolve so as to continue that record.

As you read the Solution Summits report, it is important to note, this document represents the ideas of a subset of our network and some ideas that are suggested may not be practical in all environments, may already be in place, or even allowable within our current regulations. That should be a motivation for further discussion, not a distraction to our network. The aim of this exercise was to think beyond our current constraints and DOE appreciates the ideas that challenge us to think outside our current delivery practices.

In the coming months, DOE is committed to working with the broad network – the Grantee and Subgrantee levels, our national network of trainers, and our association partners, National Association for State Community Services Programs (NASCSPP) and Community Action Partnership (CAP) – to propose specific, strategic steps to promote continuous improvement.

If you have specific ideas or feedback on this document you would like to share, please forward to WAPTA@doe.gov. We look forward to the continued conversation.

If you have questions regarding the information in this Memorandum, please contact your DOE Project Officer.